

Information Quality Program

Ensuring and Maximizing the Quality, Objectivity, Utility, and Integrity of Information

The Mandate:



Paperwork Reduction Act:

Agency CIOs must manage information resources to improve the integrity, quality, and utility of information to all users within and outside the agency.

OMB Director to develop and oversee the implementation of policies and guidelines regarding dissemination of public information.



Information (Data) Quality Act:

(1) OMB Director to issue policy and procedural guidance for ensuring and maximizing the quality, objectivity, utility, and integrity of information; (2) Establish administrative mechanisms allowing affected persons to seek and obtain correction of information that is not in compliance.



OMB Guidelines:

Agencies to develop IRM procedures for reviewing and substantiating the quality of information before it is disseminated; and establish administrative mechanisms allowing affected persons to seek and obtain correction of information that is not in compliance.



The Program



Guidelines

Authoritative Guidelines were published by OMB on October 1, 2001 and January 3, 2002.

Departmental Guidelines are established.

Bureau Guidelines are established.

Administrative Mechanisms (for complaints)

Per DOI Guidelines:

Challenges shall contain: (1) Specific references; (2) Statement of the error; (3) Statement of affect; (4) Contact information.

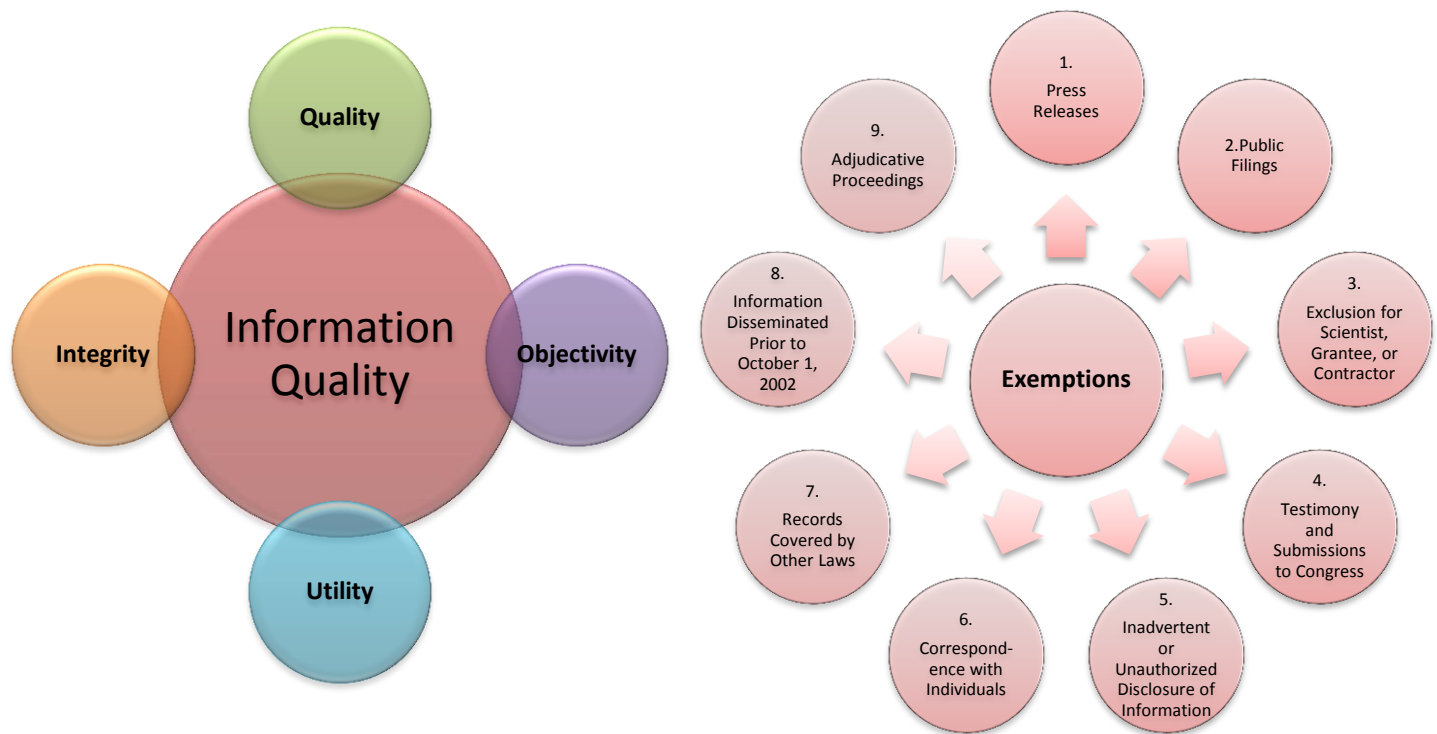
General Processing Procedure: Agency notification of receipt within 10 days; Agency evaluation within 60 days; Response regarding merit and any schedule for correction to complainant.

Reporting

Per the Information Quality Act:

Agencies shall report periodically to OMB: (1) the number and nature of complaints received by the agency regarding the accuracy of information disseminated by the agency; and (2) how such complaints were handled by the agency.

Information Quality Demystified



Quality

An encompassing term comprising utility, objectivity, and integrity. Therefore, the Information Quality Guidelines sometimes refer to these four statutory terms collectively as quality.

Utility

refers to the usefulness of the information to its intended users, including the public. In assessing the usefulness of information that the Department disseminates to the public, the agency needs to reconsider the uses of the information not only from the perspective of the Department but also from the perspective of the public. As a result, when transparency of information is relevant for assessing the information's usefulness from the public's perspective, the Department must take care to ensure that transparency has been addressed in its review of the information.

Objectivity

involves two distinct elements: **presentations** and **substance**: (a) Objectivity includes whether disseminated information is being presented in an accurate, clear, complete, and unbiased manner. This involves whether the information is presented within a proper context. (b) In addition, objectivity involves a focus on ensuring accurate, reliable, and unbiased information. In a scientific, financial, or statistical context, the original and supporting data shall be generated, and the analytic results shall be developed, using sound statistical and research methods.

Integrity

refers to the protection of the information from unauthorized access or revision, to ensure that the information is not compromised through corruption or falsification.

OMB Guidelines for Ensuring and Maximizing the Quality, Objectivity, Utility, and Integrity of Information Disseminated by Federal Agencies

Underlying Principles of the Guidelines

Application to a wide variety of Government information dissemination activities.

OMB designed the guidelines to be generic enough to fit all media, be they printed, electronic, or in other form.

Basic information quality standards.

Some Government information may need to meet higher or more specific information quality standards than those that would apply to other types of Government information. The more important the information, the higher the quality standards to which it should be held.

Common-sense and workable manner.

The guidelines do not impose unnecessary administrative burdens that would inhibit agencies from continuing to take advantage of the Internet and other technologies to disseminate information that can be of great benefit and value to the public.



Establish **Agency IQ Guidelines**



Designate **CIO or other official having compliance responsibility**.



Adopt a **basic standard of quality** (including objectivity, utility, and integrity). Quality is to be ensured and established at levels appropriate to the nature and timeliness of the information to be disseminated.



Adopt **specific standards of quality** that are appropriate for the various categories of information they disseminate.



Develop a process for **reviewing the quality of information** before it is disseminated. This process shall enable the agency to substantiate the quality of the information it has disseminated through documentation or other means appropriate to the information.



Establish **Administrative Mechanisms for "challenges"**--allowing affected persons to seek and obtain correction of information that is not in compliance. Mechanisms shall be flexible, appropriate to the nature and timeliness of the disseminated information, and incorporated into IRM and administrative practices.

- Specify appropriate time periods for agency decisions on whether and how to correct the information, and agencies shall notify the affected persons of the corrections made.
- Establish an administrative appeal process to review the agency's initial decision, and specify appropriate time limits in appeal process to review the agency's initial decision, and specify appropriate time limits in which to resolve such requests for reconsideration.



Complete **annual FY Reporting to OMB** on the number and nature of complaints regarding agency compliance and disposition.

DOI/BLM Guidelines (Abridged)

1. All information disseminated by the Department must comply with **basic standards of quality** to ensure and maximize its objectivity, utility, and integrity.
2. The Department will ensure that information disseminated will be developed from **reliable methods** and **data sources** and will otherwise ensure information quality at each stage of information development.
3. The Department's methods for producing quality information will be made **transparent**, to the maximum extent practicable, through:
 - a. Accurate documentation;
 - b. Use of appropriate internal and external review procedures;
 - c. Consultation with experts and users; and
 - d. Verification of its quality.
4. The Department will also **inform users** about corrections and revisions.
5. Information released by the Department will be developed only from **reliable data sources** based on accepted practices and policies, utilizing **accepted methods** for information collection and verification. It will be **reproducible** to the extent possible. Influential information will be produced with a high degree of transparency about data and methods. Analytic results shall generally require sufficient transparency about data and methodology that an independent reanalysis could be undertaken by a qualified member of the public resulting in substantially the same results.
6. The Public will be informed with **timely published information** about information quality (practices, procedures, and substance) on designated web pages. Web pages will include:
 - a. Departmental and Bureau Guidelines
 - b. Process diagram and procedures for challenge and review (i.e., correction request; appeals)

Process Diagram and Procedure for Handling Complaints/Challenges

